

Wrenbury Medical Centre

Newsletter – March 2010

G P Registrar

We are very privileged that our practice is recognized as a vocational training practice. This means that we have working with us a doctor from the hospital service who is attached to the practice for up to a year to complete his/her training for general practice. Since August 2009 Dr Oberoi Saggar has been our GP Registrar and will be with us until August 2010. She has enjoyed her first 6 months at the practice and is very grateful to the staff/patients for all their support. Dr Ray Shah will be rejoining the practice for 12 months from August 2010.

Evening and Saturday service

Western Cheshire Primary Care Trust has developed a primary care book-ahead service that will offer **all patients**, registered with a Western Cheshire GP practice, the opportunity to book a **routine** appointment with a GP or a Practice Nurse outside of usual GP practice opening hours.

Appointments are bookable up to two weeks in advance and patients will be offered urgent appointments within 48hrs. Appointments will be 10min slots. Patients are able to ring to book an appointment on 01244 364700 between 8:00am-6:00pm. The service is provided by local GPs and Practice Nurses, many of whom may already work for the Out of Hours service.

The clinics will operate between:

6:30pm-8:00pm Monday to Friday
10:00am-12:00noon Saturdays

The clinics will operate from:

St Martin's clinic, Chester
Ellesmere Port Hospital
Helsby health centre (Mon-Tue only)
The Rookery, Tattenhall (Wed-Sat only)

Dispensary

The dispensary is now **closed** at lunch-time **from 1:00 pm until 2:00 pm** and the dispensary phone line will be put on voicemail. **(Please note that no messages are taken on this number)**. The telephone number for our dispensary is **01270 782108** and this is solely for ordering repeat prescriptions or prescription queries. If you have a repeat prescription slip we have a post box to the right of our pharmacy window.

There is also a list displayed advising when the prescription will be ready. Please allow **48 hours** for your prescription request to be processed.

You can order your repeat prescriptions by email. The e-mail address is repeat.prescriptions@gp-N81614.nhs.uk.

Patients who have medical exemption or prepayment certificates should bring them in each time they collect their prescriptions to show to the dispensers. There are now extra medical exemptions included.

Patients on **Warfarin** should remember to bring in their **yellow books** when ordering their medication.

We now issue Nomad packs to any patients who feel that they would benefit from this service. For more information please speak to one of the dispensers.

We still offer the home delivery service for patients who are unable to get to the surgery to collect their prescriptions.

Physiotherapy Service

The physiotherapy clinic is held at the surgery in the multifunction room. The clinics are on Monday mornings and all day Thursday and are run by Jill Day and Peter Oliver.

Patients are referred by the doctor and the appointments are sent out by the Barony, Nantwich. They have a direct line which does record messages but they are only picked up on the clinic days.

Podiatry Service

There is a podiatry clinic at the Surgery which is run every other Tuesday afternoon by Podiatrist Belinda Rushton. Appointments are arranged via Church View Primary Care Centre in Nantwich. However, you can self refer using forms which can be obtained from the surgery, or by booking an appointment to see either one of our nurses or doctors who would arrange a referral for you.

Child Clinic – Health Visitor

Our Health visitor Caroline Gudgion now runs an open advice clinic every 4th Wednesday from 9.30 – 11.00am - no appointment is needed if you wish to attend. Caroline can be contacted on: **01270 780210**.

Immunisation Clinic

The child immunisation clinic has now changed from Friday mornings to Wednesday mornings from 11.00 am to 12.00 noon. Jo-Anne Walley the Practice Nurse runs this clinic. Appointments are sent out by the Health Authority now based at Middlewich.

Counsellor

We now have an in-house Counsellor Jo Breese who has a clinic on Thursday mornings between 9:00am and 12:00pm. Patients are referred by the doctor on appointment only basis.

Doctors Appointments

We would like to make patients aware that patients are allocated a 10 minute slot for each appointment with the doctor. Please could you inform the receptionist when making the appointment if you think you will need a longer appointment time.

Hospital Appointments

Leighton hospital has informed the surgery that there is a marked increase in patients not attending for their out patient's appointment. If you are unable to keep the appointment at the hospital please remember to ring the appointments line on 01270 273465 to re-arrange a new appointment or to cancel.

Swine Flu Vaccinations

We still have some swine flu vaccinations available for patients in at risk groups, pregnant women and for children over the age of 6 months and under the age of 5 years.

Quality Outcome Framework (QOF)

The surgery is required to meet quality care standards throughout the year and we have been fortunate to have received maximum points over the last three years.

Patient Focus Group.

The patient focus group is still meeting on a regular basis. The members of the group would like all patients to have their contact details so any problems or queries can be addressed.

If anyone is interested in joining the group then please contact one of the members.

Mary Latham	01270 780573		
Bunty Green	01270 780068	Sheila Humphreys	01270 780519
Joyce Williams	01948 664479	Rosamund High	01270 780771

Summary Care Records

All patients will be receiving a letter from the PCT regarding summary care records towards the end of March 2010. Summary care records provides benefits for both patients and doctors by giving easier, faster access to patient information in order to provide more effective treatment to patients. If after receiving this letter you would like to opt out of the scheme a form can be obtained by calling 0845 6038510 or from the surgery. Patients will then need to bring/post the completed form to the surgery so that their records can be updated.

Staff Changes

Barbara Burrows has decided to retire at the end of March 2010 and will be replaced by Julie Hancock who will work Thursday afternoons on reception and also cover staff holidays.

Wrenbury Surgery Appeal Committee Fund

We would like to thank everyone for their kind donations to the surgery fund. This has enabled us to purchase many items of new equipment eg:-

ECG Machine
Spirometer
Ultrasound Scanner

Christmas Gifts

And finally, all the doctors, nurses, dispensary and office staff at the surgery would like to give a big thank you to all the patients who kindly brought in gifts to the surgery at Christmas time. They were very much appreciated!